



**Open Spot Examination – Berkeley
Office Services Supervisor II (General)
California Department of Toxic Substances Control**



The mission of DTSC is to protect California's people and environment from harmful effects of toxic substances through the restoration of contaminated resources, enforcement, regulation and pollution prevention.

FINAL FILING DATE: October 11, 2013

WHO SHOULD APPLY: Persons who meet the "minimum qualifications" as stated below. Persons who meet the following criteria may also apply: 1) a current or former legislative employee meeting the criteria defined in Government Code (GC) Section 18990; OR 2) an exempt employee meeting the criteria defined in GC Section 18992 OR 3) Persons who are retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in GC section 18991. NOTE: Applicants who qualify under #3 must submit a copy of Form DD214 along with their Standard State Application (STD. 678)

SPOT: Berkeley, California

HOW TO APPLY:

Step 1. Visit www.jobs.ca.gov. Create your State application by establishing a profile or by navigating directly to the PDF application. Make sure you meet the minimum qualifications listed below. If you do not meet these requirements, your application will be rejected.

Step 2. Print the application and mail it to:

Department of Toxic Substances Control
PO Box 806
Sacramento, CA 95812-0806
ATTN: EXAM UNIT

Step 3. After the final filing date, DTSC will email applicants who meet the minimum qualifications. Applicants will be asked to complete an online Qualifications Assessment Questionnaire. The questionnaire is the examination. The questionnaire results in an eligibility list of qualified applicants that DTSC uses as vacancies are created.

For questions, contact the Examination Unit shown above.
(916) 322-0445; TDD (916) 323-3418 or CALNET 8-473-3418

DO NOT SUBMIT APPLICATIONS TO THE CALIFORNIA DEPARTMENT OF HUMAN RESOURCES.

SALARY RANGE: \$2953 - \$3698 per month

SPECIAL TESTING ARRANGEMENTS: If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Application for Examination." You will be contacted to make specific arrangements.

THE POSITION: An Office Services Supervisor II (General) is the first full supervisory level. Under general direction, incumbents plan, organize, and direct the work of a medium-sized group engaged in difficult and varied clerical work. The scope of the duties supervised by incumbents include: receptionist and secretarial

support; typing and word processing support; mail and document receiving and distribution; filing and records management; document preparation and review; composition of letters, procedure manuals and reports; reproduction services; coordination and maintenance of vehicle fleet, room reservation, video conferencing and telecommunications systems; gathering and providing of information over the telephone, by personal contact, and electronic mail; statistical, financial, and other record-keeping functions; and ordering and maintaining supplies and equipment.

This examination is to fill one full-time position with the Department of Toxic Substances Control in Berkeley. Hours are Monday – Friday, 8:00 AM – 5:00 PM (40 hours).

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION: It is your responsibility to make sure that you meet the education and/or experience requirements stated below.

NOTE: All applicants must meet the education and/or experience requirements for this examination by the final filing date. All applications/resumes must include "to" and "from" dates (month/day/year), time base, and civil service class titles. Applications/resumes received without this information will be rejected. Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I, "or" II, "or" III, etc. For example, candidates possessing qualifying experience amounting to 50 percent of the required time of Pattern I, and additional experience amounting to 50 percent of the required time of Pattern II, may be admitted to an examination meeting 100 percent of the overall experience requirement.

MINIMUM QUALIFICATIONS:

EITHER I

In the California state service, one year of experience performing duties of a class with a level of responsibility equivalent to Office Technician.

OR II

Three years of clerical experience, at least one year of which shall have been in a responsible position performing a variety of difficult clerical work or supervising the work of a small group of employees who perform this type of work (Experience in the California state service applied toward the specialized one-year requirement must be performing the duties of a class with a level of responsibility equivalent to Office Technician.) (Academic education above the twelfth grade may be substituted for one year of the required general experience on the basis of either (a) one year of general education being equivalent to three months of experience; or (b) one year of education of a business or commercial nature being equivalent to six months of experience.)

ADDITIONAL DESIRABLE QUALIFICATIONS: Education equivalent to completion of the twelfth grade.

EXAMINATION INFORMATION: This examination will consist of an online Qualifications Assessment questionnaire only. After the final file date, the questionnaire will be emailed to applicants admitted into the examination. **Be sure to include your email address on your application.**

SCOPE: In addition to evaluating the competitor's relative abilities as demonstrated by quality and breadth of experience, emphasis in the examination will be on measuring competitively, relative to job demands, each competitor's:

A. KNOWLEDGE OF:

1. Modern office methods, supplies and equipment.
2. Verbal and written business English and correspondence.
3. Principles and techniques of effective supervision and training.
4. The Department's Equal Employment Opportunity objectives.

5. A supervisor's role in the Department's Equal Employment Opportunity Program and the processes available to meet equal employment opportunity objectives.

B. ABILITY TO:

1. Perform difficult clerical work, including ability to spell correctly, use good English and make arithmetical computations.
2. Follow oral and written directions.
3. Evaluate situations accurately and take effective action.
4. Read, write and speak English at a level required for successful job performance.
5. Make clear and comprehensive reports and maintain detailed complex records.
6. Provide excellent customer service to internal and external customers.
7. Apply specific laws, rules, and office policies and procedures.
8. Prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling.
9. Communicate effectively verbally and in writing.
10. Work independently, modify established procedures and methods to meet changing needs, multi-task, and supervise the work of a medium size group.
11. Plan, organize, direct, and supervise the work of others; train, motivate, coach and mentor staff; set performance standards and hold staff accountable.
12. Effectively contribute to the Department's equal employment opportunity objectives.

VETERANS PREFERENCE CREDIT: will be added to the final score of all competitors who are successful in this examination and who qualify for and have requested these points. Due to the changes in the law, which were effective January 1, 1996, VETERANS WHO HAVE ACHIEVED PERMANENT CIVIL SERVICE STATUS ARE NOT ELIGIBLE TO RECEIVE VETERANS CREDITS.

ELIGIBLE LIST INFORMATION: A departmental eligible list will be established for the Department of Toxic Substances Control. The list will be abolished 12 months after it is established unless the needs of the service and condition of the list warrants a change in this period.

Click here for information on the State's two-step hiring process: <http://jobs.ca.gov/Job/Steps>

GENERAL INFORMATION

CALIFORNIA STATE GOVERNMENT-AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER-OFFERING EQUAL EMPLOYMENT OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION. IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORKPLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE, AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

The Department of Toxic Substances Control reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all candidates will be notified.

It is the Candidate's Responsibility to contact the Department of Toxic Substances Control, (916) 322-0445, (CALNET 8-473-2679), three days prior to the written test date if he/she has not received his/her notice.

For an examination without a written feature it is the candidate's responsibility to contact the Department of Toxic Substances Control, (916) 322-0445, (CALNET 8-473-2679), three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

Applications are available at www.jobs.ca.gov, and local offices of the California Department of Human Resources (www.calhr.ca.gov), and the Employment Development Department (www.edd.ca.gov).

If you meet the requirements stated above, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on the other side of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, interviews are scheduled in Sacramento, Berkeley, Cypress, and Chatsworth. However, locations of interviews may be limited or extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub divisional promotional, 2) departmental promotional, 3) multi departmental promotional, 4) service wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older list must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Interview Scope: If an interview is conducted, in addition to the scope described on the other side of this bulletin, the panel will consider education, experience, personal development, personal traits and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

Veterans Preference: California law limits the granting of veterans preference credits to entrance examinations. When credit is granted it is as follows: 10 points for veterans, widows or widowers of veterans and spouses of 100% disabled veterans; and 15 points for disabled veterans. Directions for applying for veterans preference are on the Veterans Preference application form which is available from State Personnel Board offices or written test proctors.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

Career Credits: In open, nonpromotional examinations, career credits are granted to: 1) State employees with permanent civil service status, 2) full-time employees of the State who are exempt from State civil service pursuant to the provisions of Section 4 of Article VII of the California Constitution, and who meet all qualification requirements specified by the Board and have 12 consecutive months of service in an exempt position, and 3) individuals who have served one full year in, or are graduates of, the California Conservation Corps (eligibility shall expire 24 months after graduation from the California Conservation Corps). Three points are added to the final test score of those candidates who meet the above criteria, and who are successful in the examination. Such examinations cannot be for managerial positions described in Government Code Section 3513. Competitors not currently employed in State civil service who have mandatory reinstatement rights may also be eligible for career credits, but they must explain their civil service status in the appropriate section of the application Form 100678. (Section 4 of article VII of the California Constitution is posted at the State Personnel Board, 801 Capitol Mall, Sacramento.)

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device.
California Relay Telephone Service for the Deaf or Hearing Impaired:
From TDD phones: 1-800-735-2929
From Voice Telephones: 1-800-735-2922

CLASS CODE: 1150
EXAM CODE: 3TW35